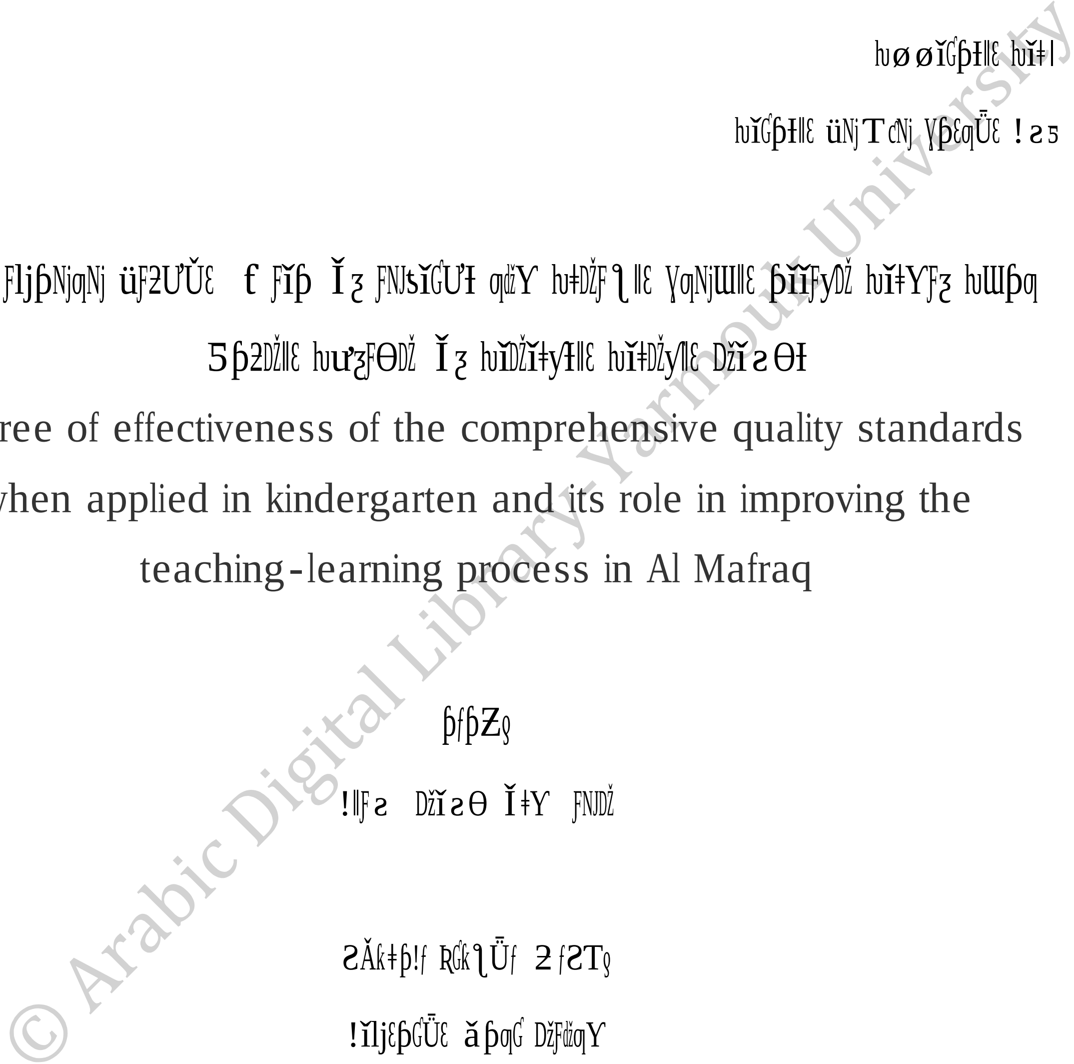


Degree of effectiveness of the comprehensive quality standards when applied in kindergarten and its role in improving the teaching-learning process in Al Mafraq

!2013

درجة فاعلية معايير الجودة الشامله عند تطبيقها في رياض الاطفال ودوروها في تحسين العملية التعليمية في محافظة المفرق.

إعداد

مها علي سالم

بكالوريوس تربية طفل جامعة البلقاء التطبيقية 2006م

ماجستير إدارة تربوية، جامعة اليرموك 2009م

قُدمت هذه الرسالة استكمالاً لمُتطلبات الحصول على درجة دكتوراه الفلسفة في تخصص الإدارة التربوية في جامعة اليرموك، إربد، الأردن، 2013م

وافق عليها

عدنان بدري الابراهيم .... مشرفاً رئيسا

أستاذ في الإدارة التربوية ، جامعة اليرموك

صالح ناصر عليمات..عضواً

أستاذ في الإدارة التربوية ، جامعة اليرموك

حسن احمد الحياري... عضواً

أستاذ في أصول التربية ، جامعة اليرموك

منيرة محمود الشرمان .... عضواً

أستاذ مشارك في الإدارة التربوية ، جامعة اليرموك

باسم عيسى العتوم..عضواً

أستاذ مشارك في الأنثربولوجيا الاجتماعية، جامعة العلوم والتكنولوجيا

تاريخ مناقشة الرسالة

2013/ 8 /5

ب

الإهداء

شكر وتقدير

njNjǂѲDŽǁǁƐ

ƕѲƧƬǁǁƐ	ƱNjƮNjDŽǁǁƐ

[illegible]	[illegible]	[illegible]
13	[illegible]	74
14	[illegible]	75
15	[illegible]	76
16	[illegible]	77
17	[illegible]	78
18	[illegible]	79
19	[illegible]	80
20	[illegible]	81
21	[illegible]	82
22	[illegible]	83
23	[illegible]	84

[illegible]	[illegible]	[illegible]
24	[illegible]	85
25	[illegible]	86
26	[illegible]	87
27	[illegible]	88

ƼѲǘǅǁ ƨϸǊǯ

2013

(242) (2013-2012)

(3) (103) (136)

(3)

(93)

(48) (12)

(6)

(6) (45)

(0.05 = α)

(0.05 = α)

[illegible] (0.05 = α) [illegible] -

[illegible]

.[illegible]

[illegible]

:[illegible]

[illegible] (0.05 = α) [illegible] -

[illegible]

[illegible]

[illegible] .(24) [illegible]

.[illegible]

[illegible] (0.05 = α) [illegible] -

[illegible]

.[illegible]

.[illegible]

[illegible] (0.05 =α) [illegible]

[illegible]

3. [illegible]

[illegible]

1- [illegible]

2- [illegible]

3- [illegible] (0.05 =α) [illegible]

4- [illegible] (0.05 =α) [illegible]

5- [illegible]

6- [illegible]

.(2013/2012)

[illegible] .(2003 [illegible]

[illegible] .(2004 [illegible]

[illegible] .(2001 [illegible]

[illegible]

[illegible] (Lewis,1997) [illegible] (2004 [illegible] (Sitke) [illegible] (Mt. Edgecumble) [illegible]

[illegible] 1993 [illegible] 220 [illegible] .(2000 [illegible]

[illegible]

.(2005

.(2003

(Garvin, 1998)

(2001)

David and)

(Stanley, 2000

(2001)

1931

Horry Roming

Harold Dodge

1956

- [illegible]

[illegible]

[illegible] (Total Quality Manegement) (TQM) [illegible] 1982 [illegible] (2001 [illegible]) [illegible]

[illegible]

[illegible] .(2002 [illegible])

[illegible] (Senge, 1990) [illegible]:

- [illegible]
- [illegible]
- [illegible]
- [illegible]
- [illegible]

(Jablonski, 2000)

.1

.2

.3

.4

.(Jablonski 2000)

.(2005)

:(Quality Improvement)

.(2007)

.(2003)

[illegible]
.(2003 [illegible]) [illegible]
[illegible]:
[illegible]
.(2003 [illegible]) [illegible]
[illegible]:
[illegible] (2003) [illegible]
[illegible]:
1- [illegible].
2- [illegible].
3- [illegible].
4- [illegible].
5- [illegible].
[illegible]:
[illegible]
.(2003 [illegible]) [illegible]
[illegible]:
[illegible] (2002) [illegible]
[illegible]

6. [illegible]

7. [illegible] .(2003 [illegible])

8. [illegible]

9. [illegible]

10. [illegible]

11. [illegible] .(2004 [illegible])

[illegible]:

[illegible] :[illegible] (Weidmer and Harris, 1997)

1 - [illegible]:

[illegible]

2 - [illegible]:

[illegible]

3 - [illegible]:

[illegible]

- [illegible]

9 -

2003 (2004.

(Harari , 1997، 2001 ، 2000 ، 1998 .

1. (TQM)

2.

3.

[illegible]

4. [illegible]

5. [illegible]

6. [illegible]

7. [illegible]

8. [illegible]

9. [illegible]

10. [illegible]

11. [illegible]

1.

(Bank, 2000).

2.

(2001).

3.

(2001).

(2002)

1.

2.

[illegible]
.(2004, [illegible]) [illegible]

[illegible]
[illegible]
[illegible]
[illegible]
. (2004, [illegible]) [illegible]

[illegible]
[illegible]
[illegible]
. (2005, [illegible]) [illegible]

[illegible] (Jahn Jacq Rousseau) [illegible]
[illegible]
[illegible]
[illegible] .(2005 [illegible]) [illegible]
[illegible]
[illegible]
.(1990 [illegible]) [illegible]

[illegible] (Maria Montessor) [illegible]
[illegible]
[illegible]
[illegible]

[illegible]
.(2004 [illegible]) [illegible]

[illegible] (John Dewey) [illegible]
[illegible]
.(2004 [illegible]) [illegible]

[illegible]

[illegible]

[illegible]
.(2001 [illegible]) [illegible]

[illegible] (2005) [illegible]:

1. [illegible]

(1987)

(Watson) (Stanly Hall) (John Dewey)

.(2002) (Piage)

.(2004)

Infant) (3-5) (Nursery School)

(5-7) (School

[illegible]
[illegible] (2002 [illegible]).

[illegible]
[illegible]
[illegible] (2009 [illegible]).

[illegible]
[illegible]

[illegible]:

[illegible]:

1. [illegible].
2. [illegible].
3. [illegible].
4. [illegible].
5. [illegible].
6. [illegible].
7. [illegible].

(Detert, 2000)

(10)

(Eckholm, 2000)

(Tuker, 2001)

(866)

(%80-70)

(75.1%)

(Reily, 2001)

[illegible]

[illegible] (Renner, 2001) [illegible]

[illegible]

1. [illegible]
2. [illegible]
3. [illegible]
4. [illegible]

(Smith, 2001)

(Proficiencies) (52)

(Lai, 2001)

(8)

(8)

(2002)

2003 /2002 (120)

(2002)

(Baldwin, 2002)

[illegible]

[illegible] (Mestr and Grobler,2004) [illegible]

[illegible] (1200) [illegible]

[illegible]

1- [illegible]

2- [illegible]

3- [illegible]

4- [illegible]

[illegible] Palomare and Castillo (2004) [illegible]

[illegible]

1- [illegible]

2- [illegible]

3- [illegible]

4- [illegible]

[illegible] (Li,2004) [illegible]

(60)

(%66.6)

Wood (2005)

(4) (8) (54)

(42)

(37)

30-)

(20

[illegible]

[illegible]

[illegible] Zeng (2005) [illegible]

[illegible] (3047) [illegible]

[illegible] (866) [illegible]

[illegible]

[illegible] 5-3 [illegible]

[illegible]

[illegible]

[illegible] .2001 [illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible] (2005) [illegible]

[illegible]

[illegible]

[illegible]

[illegible]

(2007)

(150)

(148)

(Cheung & Yiping, 2008)

42

(2002) (2001)

[illegible] (2004) [illegible]

[illegible] (Hernandez, 2002) [illegible] (2007) [illegible] (2005) [illegible] (2004) [illegible]

.(Cheung & Yiping, 2008) [illegible] (Baldwin, 2002) [illegible]

- [illegible]

- [illegible]

- [illegible]

- [illegible]

- [illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible] 2013-) [illegible] (242) :[illegible] (2012 [illegible] (136) [illegible] (103) [illegible] (3) [illegible] (3) [illegible] (1) [illegible]

(1)[illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
71	40	30	1	[illegible]	[illegible]
93	54	38	1	[illegible]	
78	42	35	1	[illegible]	
242	136	103	3	3	[illegible]

[illegible] (2) [illegible]

(2) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	106	43.8
	[illegible]	136	56.2
[illegible]	[illegible] 5	71	29.3
	[illegible] 10 - 5 [illegible]	60	24.8
	[illegible] 10 [illegible]	111	45.9
[illegible]	[illegible]	190	78.5
	[illegible]	52	21.5
	[illegible]	242	100.0

[illegible]

[illegible]

- [illegible]
- [illegible] (48) [illegible] (6) [illegible]
- [illegible] (45) [illegible] (6) [illegible]

[illegible]

[illegible] (2005 [illegible] (2004 [illegible] (2002 [illegible] 9856- [illegible]

[illegible]

[illegible] (1.33 = 3 / 1-5) [illegible]

[illegible] (2.33) [illegible] (1) [illegible]

[illegible] (3.66) [illegible] (2.33) [illegible]

[illegible] (5) [illegible] (3.66) [illegible]

[illegible]

[illegible] (2) [illegible]

[illegible] (%60) [illegible] (%90) [illegible]

[illegible]

[illegible] (14) [illegible] (103) [illegible] (93) [illegible] (1) [illegible] (12) [illegible] (3) [illegible]

[illegible]:

test-) [illegible] (retest [illegible] (40) [illegible] (0.87-0.91) [illegible] (0.87-0.68) [illegible]

[illegible] (0.79-0.90) [illegible] (0.89-0.84) [illegible] (3) [illegible]

(3) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]
0.85	0.87	[illegible]
0.87	0.89	[illegible]
0.68	0.91	[illegible]
0.85	0.91	[illegible]
0.85	0.90	[illegible]
0.80	0.88	[illegible]
0.93	0.90	[illegible] ([illegible])
0.85	0.86	[illegible]
0.79	0.89	[illegible]
0.87	0.84	[illegible]
0.90	0.87	[illegible]
0.90	0.89	[illegible]
0.87	0.87	[illegible]
0.96	0.89	[illegible] ([illegible])

[illegible]

:[illegible]

:[illegible] -1

[illegible]

.[illegible]

:[illegible]

.([illegible]) :[illegible] .[illegible]

.[illegible] :[illegible] .[illegible]

.[illegible] (10) [illegible] (6-10) [illegible] (5) :[illegible] .[illegible]

Ǐ ù Ž ƚǊǦǁķ Ǚƒ ƽǒǁƱķ Ư Ƨƺǁ ǛǱǒǕƶķ!ƒǍ ƚǒǁƧķ!ƒ ǀƧƒƨǍ ǇǄǆ ƚǆǆǌǆǆ ǯǒǌǀķ Ɣǁķǂ ǇƤǄǁ ƚǊơǁ!ƒ ƘǆǦƥ -4

.(4) ƽơǆǆ!ƒ ǇǑǆǆƶǆ!ƒ

Ǵùǌķǂǁƶķ Ǳķùǒ Ǳù! Ǒķ!ƒ ƘǴǊǦǁķ Ǚƒ Ƨ Ʈ ơǍ ǛǑǆƶ5 ǯǂƮǁ ƚ ƒƧƥ!ƒ ƚǊǒƵ Ǐ Ƶ ƚǊǦǁķ Ǚƒƒ ƽǒǁƱķ Ǳķ -5

.ǴǌǁƱƮ Ǳķ ƚ ǒơ (20)ǴǋƥƥƵǍ

ǛƚùǒƵǴǆķƞǙƒ ǱǍùǆƶ! ƚǒǂǴ Ʈ ùơǗƒ Ǳƨ Ƨù!ƒ ǋǆǴǊƧǁ Ǐ Ƶ ǴǌƺǒƧƽķǍ ǛƘǴǊǴǁ!ƒ ƴǆƞǁ ƚǊơǁ!ƒ ƘǆǦƥ -6

.(spss) ƚǒǊǴ ǊǙƒǍ

ǅƒƧùƞ Ǳùķ Ǎ Ǜƚù ƒƧƥ!ƒ ƚǂù ǁ ƚǆƶķǆ!ƒ ǋǂǴķǊ!ƒ ƜƒƧƤķ Ǚ Ɣ ǴǊǆ!ƒ Ǒǂǌ Ʈ ơǗƒ ǯǒǆơķ!ƒ ǅƒƧƞ -7

Ǳùķ Ǵùǆƚ ǛƚùǒƧǴǒƶǆ!ƒ Ƙǅ5ƒƧơǊǙƒǍ ƚǒǁǴ ơ!ƒ ƘǴƱ Ǎķǆ!ƒ ƜƒƧƤķ ƚƱ ƒǍǁ ƚǒǂǴ Ʈ ơǗƒ ƚƞ!Ǵƶǆ!ƒ

.ǋǂǴķǊ!ƒ Ǐ !ƞ ǯǍ Ʈ Ǎ ! ƚ ƒƧƥ!ƒ ƘǙǴƞǆ ǇǄǆ ǯǴƞǆ ǯƚ! ǇǑǴǁķ!ƒ ǯǒ ơķ ǱƒƥƤķ ƒ

.ǋǂǴķǊ ǇǄǆ ƚ ƒƧƥ!ƒ ǋǒ!ƞ Ƙ Ʈ Ǎķ Ǵǆ ǅǍư Ǒ5 ƚǁ ǴǊǆ!ƒ ƘǴ Ʈ Ǎķ!Ǵǁ ƜǍƧƤ!ƒǍ ǋǂǴķǊ!ƒ ƜƒƧƤķ ƒ-8

[illegible]

[illegible]

[illegible] " [illegible] " [illegible]

[illegible]

[illegible]

[illegible] :[illegible] " [illegible]

[illegible]

[illegible]

[illegible]

[illegible] (4) [illegible]

(4) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.406	4.51	[illegible]	1	1
[illegible]	.400	4.50	[illegible]	2	2
[illegible]	.511	4.41	[illegible]	5	3
[illegible]	.365	4.37	[illegible]	3	4
[illegible]	.581	3.92	[illegible]	4	5
[illegible]	.595	3.73	[illegible]	6	6
[illegible]	.356	4.24	[illegible]		

[illegible] (4.51-3.73) [illegible] (4) [illegible]

[illegible] (4.51) [illegible]

[illegible] (3.73) [illegible]

.(4.24)

[illegible]

:[illegible]

(5) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.474	4.76	[illegible]	10	1
[illegible]	.543	4.62	[illegible]	4	2
[illegible]	.518	4.62	[illegible]	6	2
[illegible]	.600	4.62	[illegible]	8	2
[illegible]	.531	4.55	[illegible]	5	5
[illegible]	.591	4.54	[illegible]	3	6
[illegible]	.682	4.40	[illegible]	7	7
[illegible]	.581	4.39	[illegible]	9	8
[illegible]	.696	4.35	[illegible]	1	9
[illegible]	.874	4.26	[illegible]	2	10
[illegible]	.406	4.51	[illegible]	1	1

[illegible] (4.76-4.26) [illegible] (5) [illegible] (10) [illegible] (2) [illegible] (4.76) [illegible] (4.26) [illegible] (4.51).

[illegible]

(6) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.435	4.79	[illegible]	19	1
[illegible]	.474	4.76	[illegible]	11	2
[illegible]	.559	4.62	[illegible]	12	3
[illegible]	.538	4.55	[illegible]	13	4
[illegible]	.592	4.52	[illegible]	14	5
[illegible]	.604	4.45	[illegible]	18	6
[illegible]	.572	4.38	[illegible]	17	7
[illegible]	.670	4.34	[illegible]	15	8
[illegible]	.643	4.10	[illegible]	16	9
[illegible]	.400	4.50	[illegible]	2	2

[illegible] (6) [illegible] (4.79-4.10) [illegible] (19) [illegible] (4.79) [illegible] (16) [illegible] (4.10) [illegible] (4.50) [illegible]

(7) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.397	4.82	[illegible]	21	1
[illegible]	.453	4.78	[illegible]	23	2
[illegible]	.521	4.57	[illegible]	20	3
[illegible]	.637	4.07	[illegible]	24	4
[illegible]	.761	4.04	[illegible]	22	5
[illegible]	.662	3.97	[illegible]	25	6
[illegible]	.365	4.37	[illegible]	3	4

[illegible] (4.82 -3.97) [illegible] (7) [illegible] (21) [illegible] (25) [illegible] (4.82) [illegible] (3.97) [illegible] (4.37).

[illegible]

(8) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.751	4.24	[illegible]	27	1
[illegible]	.692	4.22	[illegible]	29	2
[illegible]	.615	4.09	[illegible]	30	3
[illegible]	.798	3.83	[illegible]	26	4
[illegible]	.790	3.77	[illegible]	32	5
[illegible]	.905	3.64	[illegible]	28	6
[illegible]	.980	3.61	[illegible]	31	7
[illegible]	.581	3.92	[illegible]	4	5

[illegible] (8) [illegible] (4.24-3.61) [illegible] (27) [illegible] (4.24) [illegible] (31) [illegible] (3.61) [illegible] (3.92).

(9) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
1	38	[illegible]	4.63	.584	[illegible]
2	34	[illegible]	4.51	.671	[illegible]
3	33	[illegible]	4.45	.597	[illegible]
4	35	[illegible]	4.44	.788	[illegible]
5	36	[illegible]	4.43	.738	[illegible]
6	39	[illegible]	4.40	.645	[illegible]
7	37	[illegible]	4.03	.817	[illegible]
3	5	[illegible]	4.41	.511	[illegible]

[illegible] (9) [illegible] (4.63-4.03) [illegible] (38) [illegible] (4.63) [illegible] (37) [illegible] (4.03) [illegible] (4.41).

(10) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.773	4.09	[illegible]	45	1
[illegible]	.926	3.96	[illegible]	44	2
[illegible]	.821	3.95	[illegible]	40	3
[illegible]	.740	3.82	[illegible]	42	4
[illegible]	1.007	3.77	[illegible]	47	5
[illegible]	1.004	3.65	[illegible]	43	6
[illegible]	.910	3.64	[illegible]	46	7
[illegible]	1.067	3.50	[illegible]	48	8
[illegible]	1.193	3.19	[illegible]	41	9
[illegible]	.595	3.73	[illegible]	6	6

[illegible] (10) [illegible] (4.09-3.19) [illegible] (45) [illegible] (41) [illegible] (4.09) [illegible] (3.19) [illegible] (3.73).

[illegible]

(11) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.418	4.35	[illegible]	1	1
[illegible]	.509	4.19	[illegible]	4	2
[illegible]	.477	4.16	[illegible]	3	3
[illegible]	.504	4.06	[illegible]	6	4
[illegible]	.425	4.03	[illegible]	2	5
[illegible]	.466	3.99	[illegible]	5	6
[illegible]	.394	4.11	[illegible]	6	6

[illegible] (4.35-3.99) [illegible] (11) [illegible] (4.35) [illegible] (3.99) [illegible] (4.11).

[illegible]

[illegible]:

[illegible]

(12) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.544	4.43	[illegible]	6	1
[illegible]	.538	4.39	[illegible]	1	2
[illegible]	.521	4.36	[illegible]	2	3
[illegible]	.546	4.31	[illegible]	4	4
[illegible]	.532	4.31	[illegible]	5	4
[illegible]	.597	4.29	[illegible]	3	6
[illegible]	.418	4.35	[illegible]	1	1

[illegible] (4.43-4.29) [illegible] (12) [illegible] (6) [illegible]

"ŧùƞǀǁƱ!ƒĂ ŧù ƪƧƥƹǂ!ƒ ǇǑùƞ ŧ!ƥǤƙƹǂ!ƒ ŧƿǔƶ!ƒ ŧǑĂǀƙ" ǤǌƮǈĂ (3) ǃǒƧ ƖƧǀƼ!ƒ ƘƇǤƞ ǤƹǈǑƞ Ü(4.43) Ʃǀǀƞ ýù ǂǂ ƻƒƥùǋǕƒ ýǤùƞƹ! ǑƞǤƪơ ƱƪĂƙƹ!ƒ Ʃǀǀƞ Ă .(4.29) Ʃǀǀƞ ǑƞǤƪơ ƱƪĂƙƹƞĂ ƖƧǑƤǕƒ ŧƞƙƧƹ!Ǥƞ

.(4.35)

üƑƬŧǗƐ üƑƜƊ : Ǐƹƒƙǀǀ üƑƜƊǀǀ

(13) üǋǫƜ

.ƒƮǀǀƦƑƹŧ ƞǤŧƥƊ üƑƬŧǗƐ üƑƜƊ ƖƐƥƨƻǀǀ ƞƮƥƑƮƴƊǀǀ ƖƑƺƐƥƟƹǗƐǋ ƞƮǤƑƨƟǀǀ ƖƑƯƨǋŧƊǀǀ

ǌǋŧƨƊǀǀ	ƩƐƥƟƹǗƐ ăƥƑƮƴƊǀǀ	ƯƨǋŧƊǀǀ ǏǤƑƨƟǀǀ	ƖƐƥƨƻǀǀ	!ƼƥǀǀƐ	ƞǤŧƥǀǀ
ýǤƵ	.581	4.43	ƊǋƧǤǂǤƊĂ ƊǋƧƵǤƬƹ ƧǑƥǀƙĂ ŧƞǀǀƱ!ƒ ǤƒƧơ ýƞǀƙ	7	1
ýǤƵ	.574	4.22	ƖƥǤƨ! ŧƞǀǀƱ!ƒ ýƹ ýƬƒĂƙ!ƒ Ǒƽ ƥƪƞ!ƒ ŧƺ! ƻǑƱĂƙ ǋƹǑǀǀƶƙĂ Ɗǀǀƶƙ!ƒ ƘƒĂǈƿ	12	2
ýǤƵ	.505	4.12	ŧƞǀǀƱ!ƒ ŧƞƱǤƤƹ ƥǈƵ ǐĂƞƧƙ!ƒ Ɗǔǂ!ƒ ƊƒƥƤƙƪƒ	8	3
ýǤƵ	.613	4.05	ǑƪƧƥƹ!ƒ ýƹƶ!ƒ ƊƱǈƙ Ǒƙ!ƒ ƘǤƹǑǀǀƶƙ!ƒ ƖǤƒƧƿ ŧơƯƒĂ ŧƵĂƹƪƹ ƖƧĂƬƞ	9	4
ýǤƵ	.565	3.99	ƘǤƞǤƱƤ!ƒ Ǒƽ ŧƹƑǔƹ!ƒ ŧƞǤƙǂ!ƒ ƔǑ!ǤƪƊ ƊƒƥƤƙƪƒ ŧƞǀǀƱ!ƒ ǤǑǤƯ ǀƞ ŧǀǀƶƙƹ!ƒ	11	5
ýǤƵ	.646	3.93	ǐĂƦ ŧƞǀǀƱ!ƒ ýƹ ŧǑƬƤƬ ƘǔƞǤǀƹ ǤƒƧƞƍ ƒ ǑƤƬƙ! ǑǈƥƙƹƑ ýǑƬơƙ!ƒ ǤǌƙƞƑǤƶƹĂ ƊǌƙǔǂƬƹ	13	6
ƱƪĂƙƹ	.884	3.51	ŧǑǈǑƥ!ƒĂ ŧǑǈƱĂ!ƒ ƘǤƞƪǤǈƹ!ƒ Ǒƽ ýƹƙƞƹ!ƒ ŧǂƧǤƬƹ ǑƵǤƹƙƞƒ Ǐǈƶƹ ƘƒƦ ŧƪƧƥƹ!ƒ ǑƞƬƙ!	10	7
ýǤƵ	.425	4.03	ýǤƬƙǕƒ ýǤƞƹ	2	5

ƘƇùƞ ŧùǑơ Ü(4.43 -3.51) ǇǑƞǤùƹ ƘơĂƒƧƙ ƥƿ ŧǑƞǤƪơ!ƒ ƘǤƱƪĂƙƹ!ƒ Ǉƒ (13) ýĂƥƞ!ƒ ǇǑƞǑ

Ǐù!ĂǕƒ ŧƞƙƧƹ!ƒ Ǒƽ "ƊǋƧǤǂǤƊĂ ƊǋƧƵǤƬƹ ƧǑƥǀƙĂ ŧƞǀǀƱ!ƒ ǤƒƧơ ýƞǀƙ" ǏǀǀƵ ƒ ǈƙ Ǒƙ!ƒĂ (7) ǃǒƧ ƖƧǀƼ!ƒ

Ǒùƽ ýùƹƙƞƹ!ƒ ŧǂƧǤƬùƹ" ǤǌƮùǈĂ (10) ǃùǒƧ ƖƧǀƼ!ƒ ƘƇǤƞ ǤƹǈǑƞ Ü(4.43) Ʃǀǀƞ ǑƞǤƪơ ƱƪĂƙƹƞĂ

ǑƞǤƪơ ƱƪĂƙƹƞĂ ƖƧǑƤǕƒ ŧƞƙƧƹ!Ǥƞ "ǑƵǤƹƙƞƒ Ǐǈƶƹ ƘƒƦ ŧƪƧƥƹ!ƒ ǑƞƬƙ! ŧǑǈǑƥ!ƒĂ ŧǑǈƱĂ!ƒ ƘǤƞƪǤǈƹ!ƒ

.(4.03) ýǂǂ ýǤƬƙǕƒ ýǤƞƹ! ǑƞǤƪơ!ƒ ƱƪĂƙƹ!ƒ Ʃǀǀƞ Ă .(3.51) Ʃǀǀƞ

[illegible]

(14) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
1	17	[illegible]	4.36	.574	[illegible]
2	15	[illegible]	4.35	.558	[illegible]
3	16	[illegible]	4.25	.610	[illegible]
4	14	[illegible]	4.18	.547	[illegible]
5	18	[illegible]	4.01	.641	[illegible]
6	19	[illegible]	3.79	.699	[illegible]
3	3	[illegible]	4.16	.477	[illegible]

[illegible] (14) [illegible] (4.36-3.79) [illegible] (17) [illegible] (19) [illegible] (4.36) [illegible] (3.79) [illegible] (4.16).

[illegible]

(15) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.573	4.33	[illegible]	21	1
[illegible]	.650	4.29	[illegible]	23	2
[illegible]	.536	4.19	[illegible]	20	3
[illegible]	.693	4.19	[illegible]	24	3
[illegible]	.663	4.18	[illegible]	22	5
[illegible]	.690	4.15	[illegible]	25	6
[illegible]	.638	4.01	[illegible]	26	7
[illegible]	.509	4.19	[illegible]	4	2

[illegible] (15) [illegible] (4.33-4.01) [illegible] (17) [illegible] (4.33) [illegible] (26) [illegible] (4.01) [illegible] (4.19) [illegible]

!ĭNjٮƚǁǁɛ üƑɯDž : Ƨ DžƑƢǁǁɛ üƑɯDžǁǁɛ

(16) üNjqǀɯ

ǀ ƑƲƨNjƚDžǁǁɛ ƒ ƨƟ ƒĭǁǁƦƑdžƚ hƣƚþDž !ĭNjٮƚǁǁɛ üƑɯDž ǀ ɛþٮƧǁǁ hĭþƑĭyDžǁǁɛ ǀ ƑƺɛþƟdžǕɛNj hĭƓƑƨƟǁǁɛ ǀ ƑƲƨNjƚDžǁǁɛ

hĭƓƑƨƟǁǁɛ

njNjƚƨDžǁǁɛ	ƺɛþƟdžǕɛ ǎþƑĭyDžǁǁɛ	ƲƨNjƚDžǁǁɛ ǏƓƑƨƟǁǁɛ	ǀ ɛþٮƧǁǁɛ	!ƽþǁǁɛ	hƣƚþǁǁɛ
ýƓƵ	.550	4.21	ƻƒþNjǕƒ ƚ!Ǚþh DžŏĂǀǁk!ƒ ƚŏǁdžƶ! Džǁƶdž!ƒ ƇƒƧƞ .ƚŏƪƒƨþ!ƒ ǀþƓdžǁ! ƚŏdžŏǁƶk!ƒ	30	1
ýƓƵ	.556	4.20	ƇƒþD DžŏĂǀk Ŏ5 ƚƿþ!ƒĂ ƚŏƵĂƣĂdžǁ! Džǁƶdž!ƒ ǀƓƵƒƧdž .ƚhǁƱ!ƒ	29	2
ýƓƵ	.568	4.19	ǊƑƓkǰ ƇĂƣ Ŏ5 ƚƶƞƒƧ!ƒ ƚŏƦƺk!ƒ Džǁƶdž!ƒ DžƒþƤkƪƒ .DžŏĂǀk!ƒ ƚŏǁdžƵ	31	3
ýƓƵ	.588	4.14	Ŏ5 ƚǁdžƓƬ!ƒ ƚǁƑƪǕƒ DžƒþƤkƪƒ Ǐǁƶ Džǁƶdž!ƒ ƨŏƚƧk .ƚhǁƱ!ƒ ǎþ! ƚŏƪƒƨþ!ƒ ǀþƓdž!ƒ ƚŏĂǀk	27	4
ýƓƵ	.613	4.14	ǀƓƵƒƧdž! ƚƵĂǰkdž ƚŏdžŏĂǀk ƔŏǃƓƪD Džǁƶdž!ƒ DžƒþƤkƪƒ . ƚhǁƱ!ƒ ǇŏȟƚŏþƧ5!ƒ ƽĂƧ5!ƒ	28	4
ýƓƵ	.626	4.14	DžŏĂǀk!ƒ ƘƒƇƒƧƞ Ʀŏ5ǰk! þþơdž!ƒ ƘpĂǃƓh Džǁƶdž!ƒ þŏǀk .	32	4
ýƓƵ	.647	4.03	ƚǀǁƶkdž!ƒ ƚ5ǁkƤdž!ƒ ƧþƓƮdž!ƒ Ǐǁƶ Džǁƶdž!ƒ ƔǘƱƒ .ƚhǁƱ!ƒ DžŏĂǀk ƔŏǃƓƪD ƧŏĂƱkh	33	7
ýƓƵ	.653	3.81	ƚƞǃƓƶdž Ŏ5 DžŏĂǀk!ƒ ƔŏǃƓƪD ǊƑƓkǰ Džǁƶdž!ƒ ƻŏƱĂk .ƚhǁƱǁ! ŎƪƒƧþ!ƒ ýŏƮơk!ƒ ƻƶƣ	35	8
ýƓƵ	.721	3.75	ƚŏƮŏƤƬk!ƒ DžŏĂǀk!ƒ ƔŏǃƓƪD Džǁƶdž!ƒ DžƒþƤkƪƒ	34	9
ƱƪĂkdž	.818	3.26	.ŎǰŏĂƚk!ƒ DžŏĂǀk!ƒ ƔŏǃƓƪD Džǁƶdž!ƒ DžƒþƤkƪƒ	36	10
ýƓƵ	.466	3.99	DžŏĂǀk!ƒ ýƓƞdž	5	6

ǀƧǀ5!ƒ ƘƇƓƞ ƚŏơ Ü(4.21-3.26) ǇŏhƓdž ƘơĂƒƧk þp ƚŏhƓƪơ!ƒ ƘƓƱƪĂkdž!ƒ Ǉƒ (16) ýĂþƞ!ƒ Ǉŏhŏ "ƚŏùƪƒƧþ!ƒ ǀþƓùdžǁ! ƚŏdžŏǁƶk!ƒ ƻƒþNjǕƒ ƚ!Ǚþh DžŏĂǀk!ƒ ƚŏǁdžƶ! Džǁƶdž!ƒ ƇƒƧƞ" Ǐǁƶ ƒ ǰk Ŏk!ƒĂ (30) DžpƧ DžƒþƤkùƪƒ" ƓnjƮ ùǰĂ (36) DžpƧ ǀƧǀ5!ƒ ƘƇƓƞ ƓdžǰŏhÜ(4.21) ƺǁh ŎhƓƪơ ƱƪĂkdžhĂ Ǐ!ĂǕƒ ƚhƙƧdž!ƒ Ŏ5 ƱùƪĂkdž!ƒ ƺùǁhĂ .(3.26) ƺùǁh ŎhƓƪơ ƱƪĂkdžhĂ ǀƧŏƤǕƒ ƚhƙƧdž!Ɠh "ŎǰŏĂƚk!ƒ DžŏĂǀk!ƒ ƔŏǃƓƪD Džǁƶdž!ƒ .(3.99) ýƚƚ DžŏĂǀk!ƒ ýƓƞdž! ŎhƓƪơ!ƒ

[illegible]

(17) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.598	4.40	[illegible]	37	1
[illegible]	.599	4.26	[illegible]	44	2
[illegible]	.617	4.25	[illegible]	43	3
[illegible]	.637	4.21	[illegible]	42	4
[illegible]	.723	3.99	[illegible]	41	5
[illegible]	.742	3.96	[illegible]	45	6
[illegible]	.793	3.88	[illegible]	39	7
[illegible]	.662	3.87	[illegible]	40	8
[illegible]	.940	3.68	[illegible]	38	9
[illegible]	.504	4.06	[illegible]	6	4

[illegible] (17) [illegible] (4.40-3.68) [illegible] (37) [illegible] (38) [illegible] (4.40) [illegible] (3.68) [illegible] (4.06).

[illegible] (0.05= α) [illegible]

[illegible]

(18) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]			
4.12	3.65	4.29	3.79	4.21	4.38	4.39	Σ	[illegible]	[illegible]
.343	.588	.552	.504	.328	.388	.401	Y		
4.34	3.80	4.51	4.01	4.50	4.60	4.61	Σ	[illegible]	
.339	.595	.456	.619	.344	.385	.385	Y		
4.31	3.82	4.44	4.00	4.43	4.59	4.57	Σ	[illegible] 5	[illegible]
.377	.600	.491	.647	.381	.415	.424	Y		
4.36	3.75	4.57	4.04	4.57	4.59	4.66	Σ	6-10	
.252	.572	.397	.540	.264	.335	.316	Y		
4.14	3.67	4.31	3.79	4.23	4.39	4.40	Σ	10 [illegible]	
.363	.602	.556	.537	.345	.399	.408	Y		
4.23	3.72	4.40	3.88	4.38	4.50	4.50	Σ	[illegible]	[illegible]
.341	.552	.501	.563	.357	.394	.408	Y		
4.29	3.79	4.44	4.05	4.37	4.52	4.55	Σ	[illegible]	
.407	.733	.551	.632	.398	.428	.397	Y		

[illegible] =Y [illegible] =Σ

[illegible] (18) [illegible]

[illegible]

[illegible] (19) [illegible] (20).

(19) üNjơШ

ƕШþơ ǀǗƑШDž ĂƗƳ ĬDžƗƴǐƐ üǉǰDžǐƐNj ƴþĈơǐƐNj ĬƨĭƯNjǐƐ ĂDžƨDžǐƐ þķŬ ơơƴƗDžǐƐ ĬķǘķǐƐ DžĭƑĈƗǐƐ üĭƗƟƗ
.Ƽ þƨDžǐƐ ƕƯʓƑƟDž Ĭʓ üƑƨƯŬƐ ƒ Ƒĭþ Ĭʓ ƑNjƫĭĈƯƗ ơđžƳ ƕƗDžƑ˥ǐƐ ƴơNjШǐƐ þĭĭƑƴDž ƕĭƗƳƑʓ

ƕǐǓơǐƐ ƕǐǝƑƬƟǕƐ	Ƹ ƕDžĭƽ	ƯƨNjƗDž ǀƑƴĈþDžǐƐ	ǀƑШþơ ƕǐþƟǐƐ	ƱNjþǐШDž ǀƑƴĈþDžǐƐ	ǀǗƑШDžǐƐ	DžĭƑĈƗǐƐ þơƬDž
.225	1.477	.227	1	.227	Ɨđǐǐzđž!ƒ	ŎɞöUĂ!ƒ Ĭđž˥đž!ƒ
.115	2.506	.377	1	.377	Džöǐzķ!ƒ	.030=NǈǉķĂNj
.023	5.239	.591	1	.591	Džööǀķ!ƒ	.319=θ
.403	.702	.227	1	.227	ƧĂđžŰƒ ƇĈö!ĂƉ ƴđž Ɨpǖz!ƒ Ŏǐơđž!ƒ ƴđžķŋđž!ƒĂ	
.116	2.494	.627	1	.627	ƗöƦʓķ!ƒĂ ƗơƮ!ƒ	
.160	1.988	.699	1	.699	ƗöþĈđž!ƒ ƗƑöħ!ƒ	
.419	.873	.134	2	.268	Ɨđǐǐzđž!ƒ	ǀƧħƤ!ƒ
.893	.113	.017	2	.034	Džöǐzķ!ƒ	.935=Σ Ɨǐ̈öĂ
.103	2.291	.258	2	.517	Džööǀķ!ƒ	.206=θ
.798	.226	.073	2	.146	ƧĂđžŰƒ ƇĈö!ĂƉ ƴđž Ɨpǖz!ƒ Ŏǐơđž!ƒ ƴđžķŋđž!ƒĂ	
.433	.841	.211	2	.423	ƗöƦʓķ!ƒĂ ƗơƮ!ƒ	
.616	.486	.171	2	.342	ƗöþĈđž!ƒ ƗƑöħ!ƒ	
.341	.911	.140	1	.140	Ɨđǐǐzđž!ƒ	Ŏđžǐz!ƒ ýNjƌđž!ƒĂ
.539	.379	.057	1	.057	Džöǐzķ!ƒ	.026=NǈǉķĂNj
.966	.002	.000	1	.000	Džööǀķ!ƒ	.419=θ
.045	4.059	1.315	1	1.315	ƧĂđžŰƒ ƇĈö!ĂƉ ƴđž Ɨpǖz!ƒ Ŏǐơđž!ƒ ƴđžķŋđž!ƒĂ	
.589	.293	.074	1	.074	ƗöƦʓķ!ƒĂ ƗơƮ!ƒ	
.356	.854	.300	1	.300	ƗöþĈđž!ƒ ƗƑöħ!ƒ	
		.154	237	36.459	Ɨđǐǐzđž!ƒ	ƌƱƤ!ƒ
		.151	237	35.699	Džöǐzķ!ƒ	
		.113	237	26.732	Džööǀķ!ƒ	
		.324	237	76.793	ƧĂđžŰƒ ƇĈö!ĂƉ ƴđž Ɨpǖz!ƒ Ŏǐơđž!ƒ ƴđžķŋđž!ƒĂ	
		.251	237	59.558	ƗöƦʓķ!ƒĂ ƗơƮ!ƒ	
		.352	237	83.363	ƗöþĈđž!ƒ ƗƑöħ!ƒ	
			241	39.680	Ɨđǐǐzđž!ƒ	Ŏǐ‡!ƒ
			241	38.623	Džöǐzķ!ƒ	
			241	32.184	Džööǀķ!ƒ	
			241	81.357	ƧĂđžŰƒ ƇĈö!ĂƉ ƴđž Ɨpǖz!ƒ Ŏǐơđž!ƒ ƴđžķŋđž!ƒĂ	
			241	62.954	ƗöƦʓķ!ƒĂ ƗơƮ!ƒ	
			241	85.268	ƗöþĈđž!ƒ ƗƑöħ!ƒ	

:ŎķŬƒ (19) ýĂþŋ!ƒ ǇǈđžǇöħķö

- ƴőđžŋ Ŏƽ ŎɞöUĂ!ƒ Ĭđž˥đž!ƒ ƧǐŰ ăƨzķ (0.05 = α) ƗöƑĈƮơƺ Ɨ!Ŭþ ƘƒƦ ƭĂƧƽ þĂŋĂ DžþƵ .ƗđžǐǐzđžƠ!ĈƮ! ƭĂƧƽ!ƒ ƘĈǈŋĂ ÜDžööǀķ!ƒ ýĈŋđž ĈĈǉǰķ˥ĈħƘŬĈŋđž!ƒ

[illegible] (0.05 = α) [illegible]

[illegible] (0.05 = α) [illegible]

[illegible]

[illegible]

(20) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
.057	3.657	.426	1	.426	[illegible]
.831	.185	.022	2	.043	[illegible]
.204	1.620	.189	1	.189	[illegible]
		.116	237	27.585	[illegible]
			241	30.574	[illegible]

[illegible] (20) [illegible]:

- [illegible] (0.05 = α) [illegible] 3.657 [illegible] 0.057.
- [illegible] (0.05 = α) [illegible] 0.185 [illegible] 0.831.
- [illegible] (0.05 = α) [illegible] 1.620 [illegible] 0.204.

[illegible] (0.05 = α) [illegible]

[illegible]

[illegible]

(21) [illegible]

[illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]			
3.97	3.87	3.85	4.04	4.04	3.92	4.23	Σ	[illegible]	[illegible]
.377	.523	.444	.515	.478	.413	.378	Y		
4.22	4.20	4.10	4.31	4.25	4.12	4.44	Σ	[illegible]	
.373	.442	.456	.474	.458	.415	.427	Y		
4.16	4.14	4.06	4.28	4.17	4.04	4.34	Σ	[illegible]	[illegible]
.361	.421	.439	.509	.420	.446	.425	Y		
4.23	4.23	4.06	4.30	4.30	4.15	4.50	Σ	6-10	
.331	.423	.424	.400	.458	.318	.406	Y		
4.01	3.91	3.90	4.08	4.07	3.97	4.27	Σ	10 [illegible]	
.423	.554	.494	.542	.506	.450	.403	Y		
4.09	4.02	3.96	4.18	4.15	4.01	4.33	Σ	[illegible]	[illegible]
.378	.495	.455	.509	.450	.405	.394	Y		
4.18	4.18	4.08	4.22	4.18	4.11	4.41	Σ	[illegible]	
.444	.523	.501	.513	.569	.487	.498	Y		

[illegible] =Y [illegible] =Σ

[illegible] (21) [illegible]

[illegible]

.[illegible]

[illegible]

.(23) [illegible] (22) [illegible]

(22) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible] .105= [illegible] .001=θ	[illegible]	1.946	1	1.946	12.137	.001
	[illegible]	2.216	1	2.216	13.254	.000
	[illegible]	1.167	1	1.167	5.349	.022
	[illegible]	1.913	1	1.913	7.840	.006
	[illegible]	3.788	1	3.788	19.265	.000
	[illegible]	2.091	1	2.091	9.259	.003
[illegible] .901=[illegible] .018=θ	[illegible]	1.234	2	.617	3.849	.023
	[illegible]	1.035	2	.518	3.095	.047
	[illegible]	.564	2	.282	1.294	.276
	[illegible]	.241	2	.121	.494	.611
	[illegible]	1.430	2	.715	3.636	.028
	[illegible]	.247	2	.124	.548	.579
[illegible] .041= [illegible] .154=θ	[illegible]	.317	1	.317	1.976	.161
	[illegible]	.457	1	.457	2.735	.099
	[illegible]	.045	1	.045	.204	.652
	[illegible]	.121	1	.121	.497	.482
	[illegible]	.800	1	.800	4.070	.045
	[illegible]	1.280	1	1.280	5.669	.018
[illegible]	[illegible]	38.001	237	.160		
	[illegible]	39.630	237	.167		
	[illegible]	51.708	237	.218		
	[illegible]	57.819	237	.244		
	[illegible]	46.604	237	.197		
	[illegible]	53.518	237	.226		
[illegible]	[illegible]	42.189	241			
	[illegible]	43.431	241			
	[illegible]	54.897	241			
	[illegible]	62.535	241			
	[illegible]	52.435	241			
	[illegible]	61.290	241			

[illegible] (22) [illegible]:

- [illegible] (0.05 = α) [illegible]

[illegible].

- Ü2ƒþùNjŰƒ ýĜùηdž Ŏù5 lƧħP!ƒ ƧλŰ ăƨƶƙ (0.05 = α) ŁŏFĜŢơ̧ Ł!Ůþ ƘƒR ƽĂƧ5 þĂηĂ

ƘĜƱùƪĂƙdž!ƒ LJŏùħ ĜŏFĜŢơ̧ Ł!ƒþ!ƒ ŁŏηĂƨ!ƒ ƽĂƧ5!ƒ LJĜŏħ!Ă ǗDžŏĂlƙ!ƒ ýĜηdžĂ ǗýĜŢƙŰƒ ýĜηdžĂ

Ĝùdžǉŏħ .(24) ýĂþη!ƒ Ŏ5 LJŏħdž ĂNj Ĝdžǂ NŏƽT ŁlŏƧƱħ Łŏþƶħ!ƒ ƘĜǉƧĜldž!ƒ DžƒþƤƙƪƒ Džƙ ŁŏħĜƪơ!ƒ

.ƘŰĜηdž!ƒ ŎpĜħ Ŏ5 ĜŏFĜŢơ̧ Ł!ƒþ ƽĂƧ5 ƧnjƱƙ Dž!

- ýŏdžη Ŏ5 Ŏdžƶ!ƒ ýNjƌdž!ƒ ƧλŰ ăƨƶƙ (0.05 = α) ŁŏFĜŢơ̧ Ł!Ůþ ƘƒR ƽĂƧ5 þĂηĂ DžþƵ

ƽĂƧ5!ƒ ƘĈĜηĂ ǗŎƵƒþħŰƒĂ þpĜǉ!ƒ Ƨŏǂ5ƙ!ƒ Łŏdžǉƙ ýĜηdžĂ DžŏĂlƙ!ƒ ýĜηdž ĈĜǉλƙƪĜħ ƘŰĜηdž!ƒ

.ĜŏƵ ƘĜƪƒƧþ ƠĜŢ!

(23) üNjƣƜ

ħŭǂDžyƜ DžĩƨƟŁ njNjŁƨDž Ăǂƴ ĬDžǂyƜ üljDDžƜNj ƔþĜƢƜNj Ĭ2ĭưNjƜ ĂDžƨDžƜ þƙŬ ĬƙǘƙƜ DžĩFĜŁƜ üĩǂƟŁ
.5þ2DžƜ ħưƷFƟDž Ĭƺ üF2ƯŰ f Fĩþ Ĭƺ ħĭDžĩǂyŁƜ

ħƜŰƣƜ ħĭƏFTƟŰ	ƐħDžĩ5	ƯƨNjŁDž lFyĜþDžƜ	ħĭþƟƜ lFƜþƣ	ƱNjDžƜDž lFyĜþDžƜ	DžĩFĜŁƜ þƣTDž
.000	16.300	2.245	1	2.245	Ŏ5ŏƱĂ!ƒ Ĭdžƪdž!ƒ
.117	2.161	.298	2	.595	lƧħP!ƒ
.065	3.433	.473	1	.473	Ŏdžƶ!ƒ ýNjƌdž!ƒ
		.138	237	32.647	ƌƱP!ƒ
			241	37.379	Ŏǂ!ƒ

:ŎƙŰƒ (23) ýĂþη!ƒ LJdž LJŏħƙŏ

- Łdžŏp Ƙƺħ łŏơ ǗŎ5ŏƱĂ!ƒ Ĭdžƪdž!ƒ ƧλŰ ăƨƶƙ (0.05 = α) ŁŏFĜŢơ̧ Ł!Ůþ ƘƒR ƽĂƧ5 þĂηĂ
2 16.300 Ł!ŰþħĂ ŁŏFĜŢơƒ Ƙƺħ 0.000. ƘĈĜηĂ ƽĂƧ5!ƒ ƠĜŢ! Łdžƶdž.

- 2 Łùdžŏp Ƙùƺħ łŏơ ǗlƧħP!ƒ ƧλŰ ăƨƶƙ (0.05 = α) ŁŏFĜŢơ̧ Ł!Ůþ ƘƒR ƽĂƧ5 þĂηĂ DžþƵ
.0.117 Ƙƺħ ŁŏFĜŢơƒ Ł!ŰþħĂ 2.161

- Łùdžŏp Ƙƺħ łŏơ ǗŎdžƶ!ƒ ýNjƌdž!ƒ ƧλŰ ăƨƶƙ (0.05 = α) ŁŏFĜŢơ̧ Ł!Ůþ ƘƒR ƽĂƧ5 þĂηĂ DžþƵ
.0.065Ƙƺħ ŁŏFĜŢơƒ Ł!Ůþħ 3.433 2

ŁŏFĜŢơŰƒ Ł!Ůþ!ƒ ƘƒR ƽĂƧ5!ƒ ĬǂƵ 2Ƨƶƙ! Łŏþƶħ!ƒ ƘĜǉƧĜldž!ƒ ƠưĂŏ ĭR!ƒ ýĂþη!ƒ Ŏǂŏ ĜdžŏƽĂ

(24) üǸǫƜ

ƔƥǴƇƖƐ ƥƙǕ ƕŏƨƖ ƕƽĭƥƯǴ ƕĭǫƴǴƖƐ ƖƑǽƥƑƽǄƖƐ

ƖƐǸǰƨ **10** ǄǻǄǆ ƥƙƖƐ	**10-6**	ǄǻǸǫ ƑǄǆǥ **5**	ĬǴƑƨƟƖƐ ƯƨǸƗǄƖƐ		
			4.34	ǇǍƥ ǴǆƼ 5	ƧƒƥǸǕƒ ƴǴƞǆ
		.16	4.50	10-6	
	*.23	.07	4.27	ƘƒǍǉƖ 10 ǇǆǆƧƛƗƒ	
			4.04	ǇǍƥ ǴǆƼ 5	ƴǴƮƙǕƒ ƴǴƞǆ
		.10	4.15	10-6	
	*.18	.08	3.97	ƘƒǍǉƖ 10 ǇǆǆƧƛƗƒ	
			4.06	ǇǍƥ ǴǆƼ 5	ǄǑǍƖƙ!ƒ ƴǴƞǆ
		.01	4.06	10-6	
	*.16	.15	3.90	ƘƒǍǉƖ 10 ǇǆǆƧƛƗƒ	
			4.16	ǇǍƥ ǴǆƼ 5	ǄǑǐƺƙ!ƒ ƗǑ!Ǵƺ5
		.07	4.23	10-6	(ƗǑǐƗ!ƒ ƗƞƧƥ!ƒ)
	*.22	*.15	4.01	ƘƒǍǉƖ 10 ǇǆǆƧƛƗƒ	

.(0.05 = α) Ɨ!Ǖƥ!ƒ ǎǍƙƖǆ ƥǉƷ Ɨ!ƒƥ *

:ǑƙǕƒ (24) ƴǍƥƞ!ƒ ǇǆǆǇǑǃƙǑ

- 10 ǇǆǆƧƛƗǄ10-6 ƖƧǃƤ!ƒ ǑƙƑ5 ǇǑǃ (0.05 = α) ƗǑƑǴƮƠǫ Ɨ!Ǖƥ ƘƒƦ ƾǍƧ5 ƥǍƞǍ ÜƴǴƮƙǕƒ ƴǴƞǆǍ ÜƧƒƥǸǕƒ ƴǴƞǆ Ǒ5 Ü10-6 ƖƧǃƤ!ƒ ƗƑ5 Ơ!ǴƮ! ƾǍƧ5!ƒ ƘƇǴƞǍ ÜƘƒǍǉƖ .ǄǑǍƖƙ!ƒ ƴǴƞǆǍ

- ƗǌƞǇǆǆ ƘƒǍǉƖ 10 ǇǆǆƧƛƗǄ ƖƧǃƤ!ƒ ƗƑ5 ǇǑǃ (0.05 = α) ƗǑƑǴƮƠǫ Ɨ!Ǖƥ ƘƒƦ ƾǍƧ5 ƥǍƞǍ ǇǆǆƴƗ Ơ!ǴƮ! ƾǍƧ5!ƒ ƘƇǴƞǍ ÜǎƧƤǄ ƗǌƞǇǆǆ 10-6ǍǇǍƥ ǴǆƼ 5 ƖƧǃƤ!ƒ ǑƙƑ5 ǇǆǆƴƗǍ .ǄǑǐƺƙ!ƒ ƗǑ!Ǵƺ5! ƗǑǐƗ!ƒ ƗƞƧƥ!ƒ Ǒ5 10-6Ǎ ǇǍƥ ǴǆƼ 5 ƖƧǃƤ!ƒ ǑƙƑ5

ƕĭƗǄƴƖƐ ǄĭƨƟƗǸ ƕƗǄƑƖƖƐ ƔǫǸƜƖƐ ƥĭĭƑƴǄ ƼĭǴƯƗ ǄĭǴ ƕĭƯƑǴƗƥƐ ƕƽǘƳ ƿƑǆǉ üǉ" : ƧǄƑƇƖƐ üƐǄƨƖƐ "ƳƼƥƧǄƖƐ ƕưǥƑƟǄ Ĭǥ üƑƧƯǕƐ ƒ Ƒĭƥ Ĭǥ ƕĭǄĭƗƴƗƐ

ƗǐǆǴƬ!ƒ ƖƥǍƞ!ƒ ƧǑǑǴƺǆ ƾǑǃƱƙ ǇǑǃ ǇǍƖƧǑǃ ƱǴǃƙƧƒ ƴǆǴƺǆ ƜƒƧƤƙƖƒ Ǆƙ ƴƒƋƖ!ƒ ƒƦǸ ǇƷ ƗǃǴƞǘ! ƴǍƥƞ!ƒǍ Ü ǇǑ5ƧƬǆ!ƒ ƾƧ5ǆ!ƒ ƗƯ5ǴƠǆ Ǒ5 ƴǴ5ƱǕƒ ƯǴǑƧ Ǒ5 ƗǑǆǐƺƙ!ƒ ƗǑǆǑǐƺƙ!ƒ ƗǑǐǆƺ!ƒ ǇǑƖƠƙǍ .ǁ!Ʀ ƠưǍǑ (25)

(25) [illegible]

[illegible]

.[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]		
**.408 .000 242	**.382 .000 242	**.297 .000 242	**.450 .000 242	**.276 .000 242	**.277 .000 242	**.355 .000 242	[illegible]	[illegible]
**.474 .000 242	**.350 .000 242	**.398 .000 242	**.517 .000 242	**.441 .000 242	**.337 .000 242	**.336 .000 242	[illegible]	[illegible]
**.517 .000 242	**.495 .000 242	**.462 .000 242	**.453 .000 242	**.391 .000 242	**.373 .000 242	**.365 .000 242	[illegible]	[illegible]
**.503 .000 242	**.475 .000 242	**.447 .000 242	**.408 .000 242	**.383 .000 242	**.422 .000 242	**.342 .000 242	[illegible]	[illegible]
**.450 .000 242	**.346 .000 242	**.310 .000 242	**.490 .000 242	**.418 .000 242	**.311 .000 242	**.435 .000 242	[illegible]	[illegible]
**.425 .000 242	**.332 .000 242	**.411 .000 242	**.329 .000 242	**.301 .000 242	**.416 .000 242	**.332 .000 242	[illegible]	[illegible]
**.610 .000 242	**.517 .000 242	**.513 .000 242	**.577 .000 242	**.481 .000 242	**.481 .000 242	**.478 .000 242	[illegible]	[illegible]

* [illegible] (0.05).

** [illegible] (0.01).

[illegible] (25) [illegible]

[illegible] (10) [illegible]

[illegible] (3) [illegible]

[illegible]

[illegible] (10) [illegible]

[illegible]

[illegible] .(26)[illegible]

(26) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
		[illegible]		
100	10	[illegible]	1	10
90	9	[illegible]	2	11
		[illegible]		
100	10	[illegible]	1	5
90	9	[illegible]	2	6
80	8	[illegible]	3	8
80	8	[illegible]	3	9
20	2	[illegible]	5	7
		[illegible]		
100	10	[illegible]	1	1
100	10	[illegible]	1	2
60	6	[illegible]	4	3
20	2	[illegible]	5	4
%100	75	[illegible]		11

[illegible] (26) [illegible]

[illegible]

.(%100-%20) [illegible]

[illegible] (5) [illegible]

[illegible]

[illegible]

[illegible]

.(27)

(27) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
		[illegible]		
100	5	[illegible]	1	4
		[illegible]		
100	5	نماذج صحية تعبئ من الاطباء اثناء زيارتهم للمدرسة خاصة بكل طالب.	1	5
100	5	[illegible]	1	6
80	4	[illegible]	2	7
80	4	[illegible]	2	8
80	4	[illegible]	2	9
		[illegible]		
100	5	[illegible]	1	1
100	5	[illegible]	1	2
60	3	[illegible]	3	3
100%	40	[illegible]		9

[illegible] (27) [illegible]

[illegible]

[illegible] (9) [illegible]

. (%100-%60) [illegible]

[illegible]

[illegible] (2) [illegible]

[illegible] (0.874) [illegible] (4.26) [illegible]

[illegible]

.(2001)

[illegible]

[illegible] (4.79-4.10) [illegible]

[illegible] (19) [illegible]

[illegible] (4.79) [illegible]

[illegible] (16) [illegible]

[illegible] (4.10) [illegible]

[illegible] (4.50) [illegible]

[illegible]

ƇƒƥƊ ƨùŏƨƶƙ Ŏù5 ƥƵƓƪ ƓďžďǅŽ ŦƕƜƱ!ƒ ƒ ƑƓƮƤ ƊŸƞŀ5 ĬƜƵ ƘƓďžƜƶďǅ!ƒ ƖƧƥƥ Ĭ!ƍ ǁ!Ʀ ŦƛƠƓƕ!ƒ ǍƨƶƘ ƚŏƠ

ƘƒƧƥùƥ ƊƇǗùƙ Ŧùŏďžŏƶƙ ƘƓƱƓƬǈ ƘƓďžƜƶďǅ!ƒ ƊƒƥƤƘƪƒǍ ŎǈǍƓƶƙ!ƒ ƊƜƶƙ!ƒ ǉǗƤ ǇďŽ ƊŸƞƙƓŏǂǍƜƪǍ ŦƕƜƱ!ƒ

ǉùŏǍƠƙ Ŏù5 ƥƵƓƪŏ Ɠďž ƔƪƓǈďž!ƒ ƧƒƧ!ƒ ƦƓƤƙƒ ĬƜƵ ŦƕƜƱ!ƒ ƥŏǍƶƙǍ ƊǋƧŏƚƙ! ŦƕƪƓǈďžǍ ŦƚƜƙƤďž!ƒ ŦƕƜƱ!ƒ

.ǇďžƨƒŎ5 ƘƓƥǍƧ5 Ĭ!ƍ ƘƒƧƥ!ƒ Ŏ5 ƘƓƥǍƧ5 ǇďŽ ŦŏƥƧƚ!ƒ ƘƓƥǍƧƚ!ƒ

!ĭǋƭŦƜƐ üƑƜƊǅƓ ƕƭǂƴŦƊǅƜƐ ƛəƑŦďžƜƐ ƕƪƨƑďžǅ : ƑƨƊǅƑƇ

ǉùǂǂ ƊŏǍƗƙ!ƒ ǉƓƞďž ǎǍƙƪďž! Ŧǈŏƶ!ƒ ƥƒƧ5Ɗ ƘƒƧŏƥƗƙ ǇƊ ǉƓƞďž!ƒ ƒƦǋ ƘƒƧƗ5 Ŏ5 ƖƥƧƒǍ!ƒ ǊƑƓƙǈ!ƒ ƖƧƓƬƊ

ǋƓùƵ ǎǍƙƪùďžƕǍ(0.466) ĭƧƓùŏƶďž ƻƒƧƠǈƓƕǍ (3.99) ŎƕƓƪƠ ƱƪǍƙďžƕǍ ŦƪƥƓƪ!ƒ ŦƕƙƧďž!Ɠƕ ǇƓǂ

ƖƧùƬƓƶ!ƒ ŦùƕƙƧďž!Ɠƕ (ŎǈŏǍùǂƙ!ƒ ƊŏǍùƗƙ!ƒ Ɣŏ!ƓƪƊ ƊƜƶďž!ƒ ƊƒƥƤƙƪƒ) ƓǋƮǈ Ŏƙ!ƒǍ (36) ƖƧƗ5!ƒ ƘƇƓƞǍ

ŦƛƠƓƕ!ƒ ǍƨƶƙǍ ƱƪǍƙďž ǎǍƙƪďžƕǍ (0.818) ĭƧƓŏƶďž ƻƒƧƠǈƓƕǍ (3.26) ŎƕƓƪƠ ƱƪǍƙďžƕǍ ƖƧŏƤǕƒǍ

Ŧù5ƜƙƤďž!ƒ ƘƒƧƓùƕƙƤǕƒ Ɣŏ!ƓƪǕ ŦŏƗŏƕƱƙ ƘƒƧǍƥ Ŏ5 ǉƓ5ƱǕƒ ƯƓŏƧ ŎďžƜƶďž ǉƓƤƥƍ ƖƧǍƧư Ĭ!ƍ ǁ!Ʀ

ƘùƠǍƒƧƙ ƚùŏƠ (%90) ŦƕƪǈƕǍ ǉƓƞďž!ƒ ƒƦǋ Ŏ5 ŦŏƗƕƙďž!ƒ ƘƒƧƗ5!ƒ ƘƇƓƞǍ ŎǈŏǍǂƙ!ƒ ƧƓƕƙƤǓƒ ƓǋǈǈďžǍ

Ĭù!ǍǕƒ ŦƕƙƧďž!Ɠƕ (30) ƖƧƗ5!ƒ ƘƇƓƞ ƚŏƠ (4.21-3.75) ǇŏƕƓďž ƘƒƧƗ5!ƒ ǈƦǋ! ŦŏƕƓƪƠ!ƒ ƘƓƱƪǍƙďž!ƒ

ƖƧùƗ5!ƒ ƘƇƓùƞǍ ǋƓùƵ ǎǍƙƪùďžƕǍ (0.550) ĭƧƓùŏƶďž ƻƒƧƠǈƓùƕǍ (4.21) ŎƕƓƪùƠ ƱƪǍƙďžƕǍ

(0.721) ĭƧƓùŏƶďž ƻƒƧƠǈƓùƕǍ (3.75) ŎƕƓƪùƠ ƱùƪǍƙďžƕǍ ƖƧŏƤǕƒ ǉƕƥǍ ŦƶƪƓƙ!ƒ ŦƕƙƧďž!Ɠƕ(34)

ŦƕƜƱ!ƒ ƇƒƥƊ ƊŏǍƗƙ Ŏ5 ŦƥƥƗ!ƒǍ ŦŏƵǍưǍďž!ƒ ĬƜƵ ƘƓďžƜƶďž!ƒ ƖƧƥƥ Ĭ!ƍ ǁ!Ʀ ŦƛƠƓƕ!ƒ ǍƨƶƙǍ ǋƓƵ ǎǍƙƪďžƕǍ

ŦùƕƜƱ!ƒ Ǉŏùƕ ŦùŏƥƧƚ!ƒ ƭǍƧƚ!ƒ ƖƓƵƒƧďž ĬƜƵ ƘƓďžƜƶďž!ƒ ƖƧƥƥǍ ŦƕƜƱƜ! ŦƶƞƒƧ!ƒ ŦŏƦƷƙ!ƒ ǇďžǍ ƖƥƓ5ƪǕƒǍ

ŦùƕƜƱ!ƒ ƥǈƵ ǉŏƮƠƙ!ƒ ƻƶư ŦŏƞǗƵ ƱƱƤ ǉưǍǍ Ŧ5ƜƙƤďž!ƒ ƊŏǍƗƙ!ƒ Ɣŏ!ƓƪƒǍ ĬƜƵ ƘƓďžƜƶďž!ƒ ƳǗƱƒǍ

.(2003) ǇŏƪƠ!ƒǍ (2003) ŎƱƧǍƪ!ƒ ǉďž Ŧƞŏƙǈ!ƒ ǈƦǋ ƘƗƙƒǍ

ĬƳƐƍƓǕƐǋ ƍƭƑďžƜƐ ƥĭƗƻŦƜƐ ƕĭƊǅďžŦ üƑƜƊǅƓ ƕƭǂƴŦƊǅƜƐ ƛəƑŦďžƜƐ ƕƪƨƑďžǅ :ƑƨƍƑƨ

ƘùƠǍƒƧƙ ƥƥ ŦŏƕƓƪƠ!ƒ ƘƓƱƪǍƙďž!ƒ ǇƊ ǉǂǂ ǉƓƞďžƜ!ǍǍ ǉƓƞďž!ƒ ƒƦǋ ƘƒƧƗ5 Ŏ5 ƖƥƧƒǍ!ƒ ǊƑƓƙǈ!ƒ ƖƧƓƬƊ

ŦƬùƥƓǈďžƜ! ƊùƜƶďž!ƒ ǉŏƞƬùƙ" ĬùƜƵ ƒ ǈƙ Ŏƙ!ƒǍ (37) ƊƥƧ ƖƧƗ5!ƒ ƘƇƓƞ ƚŏƠ Ü(4.40-3.68) ǇŏƕƓďž

ƓùďžǈŏƕƓ Ü(4.40) ƺùƜƕ ŎƕƓƪƠ ƱƪǍƙďžƕǍ Ĭ!ǍǕƒ ŦƕƙƧďž!Ɠƕ Ŏ5 "Ŧŏ5Ʈ!ƒ Ŧ5ƧƷ!ƒ ǉƤƒƥ ŦƕƜƱ!ƒ ǇŏƕƓ ƧƒǍƠ!ƒǍ

Ŧ5ƜƙƤďž!ƒ ƘƓƕƓƪďž!ƒ Ŏ5 ǁƒƧƙƬǕƒ ĬƜƵ ƔǋƒǍďž!ƒ ĭǍƦ ŦƕƜƱ!ƒ ǉŏƞƬƙ" ƓǋƮǈǍ (38) ƊƥƧ ƖƧƗ5!ƒ ƘƇƓƞ

- [illegible] (0.05 = α) [illegible]

[illegible]

[illegible] (2002) [illegible]

- [illegible] (0.05 = α) [illegible]

[illegible]

[illegible]

[illegible] (2002) [illegible]

[illegible] (0.05 = α) [illegible]

.(2003) [illegible] (2001) [illegible]

[illegible]

[illegible] (0.05 =**α**) [illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

- [illegible] (0.05 = α) [illegible]

[illegible]

[illegible]

[illegible]

(2003) [illegible]

- [illegible] (0.05 = α) [illegible]

[illegible]

[illegible] (24) [illegible] [illegible]

[illegible] (0.05 = α) [illegible] (2004) [illegible]

[illegible]

[illegible] (2003) [illegible] (2005) [illegible] (2001) [illegible]

[illegible]

[illegible] (10) [illegible]

[illegible]

[illegible]:

1. [illegible]
2. [illegible]
3. [illegible]
5. [illegible]
6. [illegible]
7. [illegible]
8. [illegible]

[illegible]

[illegible]

[illegible] (2004). [illegible] (2) [illegible] 170.

[illegible] (1988). [illegible] 18.

[illegible] (2000). [illegible] 27(1), 173-184.

[illegible] (2004). [illegible] 163-194.

[illegible] (1998). [illegible] 20 (74) [illegible]

[illegible] (2003). [illegible] 16-22.

[illegible] (2007). [illegible] 85.

[illegible] (1987). [illegible] 92.

[illegible] (2006). [illegible] 20-25.

[illegible] (2003). [illegible] (42) 87 [illegible] 102.

[illegible] (2006). [illegible] 9001 [illegible]

[illegible] (2000). [illegible] 66-72.

[illegible] (2001). [illegible] 45.

[illegible] (2002). [illegible] 25.

[illegible] (1997). [illegible] (1ʊ). [illegible] 70.

[illegible] (2001). [illegible] 1(3) 61-67.

[illegible] (2003). [illegible] 86.

[illegible] (2005). [illegible] 42.

[illegible] (2000). [illegible] 1ʊ [illegible] 20-30.

[illegible] (2002). [illegible] 110.

[illegible] (1998). [illegible] 37.

[illegible] .(2000) [illegible]

[illegible] .(1993) [illegible]

[illegible] .(2002) [illegible]

[illegible] .(2001) [illegible]

[illegible] .(2002) [illegible]

[illegible] .(2001) [illegible]

[illegible] .(2004) [illegible]

[illegible] .(2001) [illegible]

[illegible] .(2003) [illegible]

[illegible] .(2005) [illegible]

[illegible] .(2002) [illegible]

[illegible] .(2003) [illegible]
.218-183 [illegible] (1)19 [illegible]

[illegible] .(2000) [illegible]
.110 [illegible]

[illegible] .(2003) [illegible]
.93 [illegible]

[illegible] .(2002) [illegible]
[illegible]
[illegible]

[illegible] .(2005) [illegible]
[illegible]
.76 [illegible]

[illegible] .(2000) [illegible]
.20 [illegible]

[illegible] .(2000) [illegible]
[illegible] (82) [illegible]

[illegible] .(1999) [illegible]
.51 [illegible]

.40-25 [illegible] .(2005) [illegible]

[illegible] .(2002) [illegible]
.40-35 [illegible]

[illegible] .(2007) [illegible]
.207 [illegible] 180 (8) 4 [illegible]

[illegible] .(2001) [illegible]
.75-55 [illegible]

[illegible] .(2002) [illegible] .269[illegible] 205 [illegible](27) [illegible]

[illegible] .(2004) [illegible] .105-,93[illegible] [illegible]

[illegible] .(2005) [illegible]

[illegible] .(2004) [illegible] .110[illegible]

[illegible] .(2005) [illegible] .120 [illegible] 13 [illegible](2) 17 [illegible]

[illegible] .(2003) [illegible] .(1[illegible]) [illegible] .52[illegible]

[illegible] .(2002) [illegible] .30[illegible]

[illegible] .(1998) [illegible] .15[illegible]

[illegible] .(2001) [illegible]

[illegible] .(2005) [illegible] .(1[illegible]) [illegible] .110[illegible]

[illegible] .(2000) [illegible] 9000 [illegible] .90[illegible]

[illegible] .(2007) [illegible]

[illegible]

[illegible] (2002). [illegible] 22.

[illegible] (2002). [illegible] 66.

[illegible] (1990). [illegible] 84.

[illegible] (1993). [illegible] 125.

[illegible] (2005). [illegible] (1[illegible]) [illegible] 72.

[illegible] (2005). [illegible] (4[illegible]) [illegible] 80.

[illegible] (2000). [illegible] 85.

[illegible] (2004). [illegible] 95-92.

[illegible] (2004). [illegible]

[illegible] (2003). [illegible] 14.

[illegible] (2006). [illegible] 22.

[illegible] (2009). [illegible]

http:/www.moe.gov.jo/iso/ISO_ju

Baldwin, L. (2002). Total Quality Management in Higher Education, the implications of internal and external stake holder perceptions. Doctoral Dissertation, New Mexico University. Retrieve from: http://www.lib.ncsu.edu/theses.

Bank, J. (2000). The Essence of Total quality Management. UK: Prentice Hall International, 2th ed.

Cheung.T. C,Yiping. W. (2008). The feasibility of implementing Total Quality Management principles in Chinese education: Chinese eductor's Perspectives. Educational Planning, 17(2),10-22.

Dahlgaard, J. etal (1995) "Total Quality Management and Education". Total Quality Management, 10 3. 235 Ĳ 254.

David, g. and Stanley, D. (2000). Quality management, Introduction to Total quality Management for Production, processing and Services. New Jersey, USA: Prentice Hall inc. 3th ed.

Detert, T. (2000). Quality management U.S. high schools: Evidence from the field. School Leadership, 10, 158 Ĳ 187.

Eckholm, M. (2000). Management modelsfor schools n Europe. European Educations, 32 (3), 13-50.

Ferrandino, V. (2001). Challennges for 21ST century elementary school principals. Phi Delta Kappan, 82 (6), 440 Ĳ 446.

Garvin, D. (1998). Management quality: the strategic and Competive Edge. Now York: the free press.

Gitlow, S and gitlowm J. (1987). The Deming guide to Quality and Competitive Position. New Jersy, USA: Prentice Hall Inc.

Harari,Oren.(1997)."Tenreasons TQM Doesn't Work". American management association, Management Review, USA, January, pp 38 Ĳ 44.

Hernandez, J. (2002) total quality Management in Education: the application of TQM In a texas school districat. DAI ı a 62 / 11, p. 3639.

Lai, P. (2001). Taiwanese Kindergarten teacher's and principal's beliefs and attitudes concerning developmentally appropriate and education (China)> University of lowa, Dissertation Abstract International, A 61180, p3047.

Li, Y. L, (2004). A school Ĳ based project in five kindergartens: The case of teacher development, International Journal of Early Years Education, 12(2),143 Ĳ 155.

Lewis, g and Smith, H. (1997). Why quality Improvement In Higher Education. International Journal, vol. 1. p p 259-260.

Lukhwareni, M. (2003). Total quality management as a response to education in school management. Unpublished dectoral dissertation, University of Pretoria. South Africa, Retrieve from: http://upetd.up. Ac.za/thesis/.

Mestry, R., and Grobler, B. (2004). The training and development of principals to manage schools effectively using the competence approach. ISEA. 32(3), 2-19

Normore, A. (2004). Socializing School administrators to meet leadership challenges that doom all but the most heroic and talented leaders to failure. International Journal of Leadership in Education, 7(2), 107 Ĳ 125.

Noble, A. (2001). An assessment of teacher and student perceptions regarding necessary elements for secondary school discipline system and how those elements aligh with Total Quality Management theory. DAI - 62/01, p.44.

Palomares, Lb., and Castillo, J. (2004). Professionalizing The principal ship in spain: barriers in teacher's minds?. International Journal of Leadership in Education, 7 (2), 147 IJ 163.

Reilly, D, (2001). The principalship; The need for a new approach. Education, 104 (3), 242 IJ 247.

Renner, B. (2001). Elementary principals work life " The Do what?". Education, 107 (2) 173 IJ 177.

Senge, P. (1990). The fifth discipline the art and practice of the learning organization. London: century Business.

Smith, J, (2001). Preparing principals for the future: Experiential learning in Educational administration. Education, 109 (4), 490 IJ 496.

Tawo, A. (2002). The effect of pre-school education on academic performance in primary school a case study of grade on pupils iin bostwana. International Journal of Education Development, 22(2), 30 IJ 45.

Tucker, M, (2001). Elementary principals views of school IJ based management in the united states: Result from the early childhood longitudinal study, Kinder gaten class of 1998 IJ 1999. University of Texas, Dissertation Abstract International, A 62/03, p. 873.

Weidmer, t and Harris, v. (1997) Implications of TQM in Education. Educational Forum, vol, 61 (No. 4).

Williams, J, Matthews, J. and Bangh, S, (2004). Developing a mentoring intership model for school leadership: Using legitimate peripheral participation. Mentoring and Tutoring, 12 (1), 53 Ĳ 70.

Wong, K, Cheuk, W. and Rosen, S. (2000). The influences of job stress and supervisor support on negatve affect and job satisfaction in kindergarten principals. Journal of Social Behavior and Personality, 15 (1), 85 Ĳ 98.

Wood, A. (20050. The importance of principals: Site administrators roles in novice teacher induction. American Secondary Education, 33 (2), 39 Ĳ 62.

Zeng, G, and Zeng, L, (2005). Developmentally and culturally inappropriate practice in U.S. Kindergarten programs: Prevalence, severity, and its Relationship with teacher and administrator qualifications, Education, 125 (4), 122 Ĳ 136.

(1) [illegible]

الاستبانة بصورتها الاولية

جامعة اليرموك

كلية التربية

قسم الإدارة وأصول التربية

الاستذ الدكتور...المحترم

السلام عليكم ورحمة الله وبركاته

قوم الباحثة باجراء دارسة بعنوان " [illegible] "، وذلك استكمالاً لمتطلبات الحصول على درجة دكتوراه الفلسفة في الإدارة التربوية من جامعة اليرموك ،وللتعرف على درجة فاعلية نظام الجودة [illegible] في رياض الاطفال لمحافظة المفرق. [illegible]

واقبلوا الاحترام

الباحثة

مها علي الحراحشه

[illegible]

[illegible]	[illegible]	[illegible]		[illegible]		[illegible]
		[illegible]	[illegible]	[illegible]	[illegible]	
*	[illegible]					
1	[illegible]					
2	[illegible]					
3	[illegible]					
4	[illegible]					
5	[illegible]					
6	[illegible]					
*	[illegible]					
7	[illegible]					
8	[illegible]					
9	[illegible]					
10	[illegible]					
11	[illegible]					
12	[illegible]					
13	[illegible]					
*	[illegible]					
14	[illegible]					
15	[illegible]					
16	[illegible]					
17	[illegible]					

[illegible]	[illegible]		[illegible]		[illegible]	[illegible]
	[illegible]	[illegible]	[illegible]	[illegible]		
					[illegible]	18
					[illegible]	19
					[illegible]	20
					[illegible]	21
					[illegible]	*
					[illegible]	22
					[illegible]	23
					[illegible]	24
					[illegible]	25
					[illegible]	26
					[illegible]	27
					[illegible]	28
					[illegible]	*
					[illegible]	29
					[illegible]	30
					[illegible]	31
					[illegible]	32
					[illegible]	33

[illegible]	[illegible]		[illegible]		[illegible]	[illegible]
	[illegible]	[illegible]	[illegible]	[illegible]		
					[illegible]	34
					[illegible]	35
					[illegible]	36
					[illegible]	37
					[illegible]	*
					[illegible]	38
					[illegible]	39
					[illegible]	40
					[illegible]	41
					[illegible]	42
					[illegible]	43
					[illegible]	*
					[illegible]	44
					[illegible]	45
					[illegible]	46
					[illegible]	47
					[illegible]	48
					[illegible]	49
					[illegible]	50

[illegible]

[illegible]	[illegible]		[illegible]		[illegible]	[illegible]
	[illegible]	[illegible]	[illegible]	[illegible]		
					[illegible]	*
					[illegible]	1
					[illegible]	2
					[illegible]	3
					[illegible]	4
					[illegible]	5
					[illegible]	6
					[illegible]	7
					[illegible]	*
					[illegible]	8
					[illegible]	9
					[illegible]	10
					[illegible]	11
					[illegible]	12
					[illegible]	13
					[illegible]	14
					[illegible]	*
					[illegible]	15
					[illegible]	16
					[illegible]	17
					[illegible]	18
					[illegible]	19
					[illegible]	*
					[illegible]	20
					[illegible]	21
					[illegible]	22
					[illegible]	23
					[illegible]	24

[illegible]	[illegible]		[illegible]		[illegible]	[illegible]
	[illegible]	[illegible]	[illegible]	[illegible]		
					[illegible]	25
					[illegible]	26
					[illegible]	27
					[illegible]	*
					[illegible]	28
					[illegible]	29
					[illegible]	30
					[illegible]	31
					[illegible]	32
					[illegible]	33
					[illegible]	34
					[illegible]	*
					[illegible]	35
					[illegible]	36
					[illegible]	37
					[illegible]	38
					[illegible]	39
					[illegible]	40
					[illegible]	41
					[illegible]	42
					[illegible]	43
					[illegible]	44
					[illegible]	*
					[illegible]	45

[illegible]	[illegible]		[illegible]		[illegible]	[illegible]
	[illegible]	[illegible]	[illegible]	[illegible]		
					[illegible]	46
					[illegible]	47
					[illegible]	48
					[illegible]	49
					[illegible]	50
					[illegible]	51
					[illegible]	52
					[illegible]	53

(2) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	1
[illegible]	[illegible]	[illegible]	2
[illegible]	[illegible]	[illegible]	3
[illegible]	[illegible]	[illegible]	4
[illegible]	[illegible]	[illegible]	5
[illegible]	[illegible]	[illegible]	6
[illegible]	[illegible]	[illegible]	7
[illegible]	[illegible]	[illegible]	8
[illegible]	[illegible]	[illegible]	9
[illegible]	[illegible]	[illegible]	10
[illegible]	[illegible]	[illegible]	11
[illegible]	[illegible]	[illegible]	12
[illegible]	[illegible]	[illegible]	13
[illegible]	[illegible]	[illegible]	14
[illegible]	[illegible]	[illegible]	15

كتب تسهيل المهمة

ملحق رقم (3)

ƨŸǘƜǀǁƸ ƜƨƗƹƬƾ Ǐǃ ƨƿƼƾƗƹƺƾƶ



ƼǀǂƹǏƸ ƨƿƼƹƼƸ

ƨǏƿƹƗƸ ƨǏƗǀ

ƨǏƿƹƗƸ ǛƬƾƬ ƼƹƩǁǙƸ ! ƺƽ

.ǄƗƸǀƹƿƬ Ŷƺ ƨǀƹƘƹƬ !ǀǏƗƼ !ǘƺǁƸ ƤǏƤƹƗƘƤƸ ƻǘƤƸ

ƸƴǙƹ Ǐǃ ƜƬƽǏƿǙƗ ǛǁƼ ƨƗƤƴǀƸ ƼǀƬƵƸ ƹǏǏƸƼƤ ƨǏƗƼƴƺ ƨƵƹǛ تقوم الباحثة بدراسة علمية بعنوان

وذلك استكمالاً لمتطلبات الحصول ،ƽƹǀƸ ƨƴƾƸƘƤ Ǐǃ ƨǏƤǏƗƼƸƸ ƨǏƗƤƼƸƸ ƤǏƺƘƗ Ǐǃ ƜǄƹƬǘƬ ǛƸƹƴǙƸ

على درجة الدكتوراه في الإدارة التربوية من جامعة اليرموك .

ǚǄǀƼǃ ƤǀƤ (X) ǃƴǄƹ ǀǁǏƽ ƗƹǀƿǙǄ ǄƸƼǁ ƗƸǀƼƿǙ ƸƸƬ ǀǄƽƶ ƸǀǄƽƹ ƤƽƗǂǃ Ǐƿƽǀ

ǀƸƸǀƴǃ ƸƸƬ ǄƸƹ ǀƤƽ ƗƳǃ ǀǃǀƸ Ǉƽ ƽƸ ǀƸǘǂǏƗƸ ǀǃ ǀǀƤǂƽƼƤǃ ǄǄƗǇ ƿǄǀǄ ƹƸƬ . ǁ ǁǀǀǘ ǏƸƹ

ǃƴǄƹ ǀƸƸǀƴǃ ƗƹƸƗǀ ǄƿƽƤ ƹƸ .ǇƸƽ ǇƤƽƗǃ ƗǀǃƤǃ ǀǀǀƽ ƤƼǀǀǀƸ ƿǄǀǄ ƗǀǀƗƽǀǀ ǃǀǀǃǀ ƿǄǀ

: ǁƸǀǀ ƸǇƾƼ ǀǀǀƸ Ǐƹƹǃ ǄƸƗǀǃ Ǉƽ (X) ƸƽǀƬǀ

:ǇƸǀǄǃ ǏǀǀƸǃ	☐	ƿƽƬǀ	☐	ƸƽǇǀ	☐ ƗǀƼǀ
:ƸƽƹǛƤǃ ǀǃǄǀǀ	☐	ǄǄƗ ǀǀƸƸ	☐	ǀǃǄǀǀ 10 - 6	☐ ǀǃǄǀǀ 10 ƽǄƗƸ
:ǇǀǀƼǃ ǀǀƸǀǃ	☐	Σ ǄǇƽǄǀƗǀ	☐	ƽǇǀǀƴǀ	☐ ǀǃƽǄǀƗƹ

ƤǃƽǙǙǙǀǇǙǃ ƸǙǙǙǙƼƽ ǃǄǀǀǃǄ

ƗƬǇǃƽǇǃ ǀǀǀ :ƗǀǇǀǃ

ǙƗǇǄƽǀ ƸƽǃǀǙǀǃƽǄǀƗƹ

ǁ ǄǀƽǇǃ ƗƼǀǀƿ

ǛƬǙǘ Ǐƺ ǀƹƸǁ ǛƬƽǁ

2013 ø2012

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
*	[illegible]					
1	[illegible]					
2	[illegible]					
3	[illegible]					
4	[illegible]					
5	[illegible]					
6	[illegible]					
7	[illegible]					
8	[illegible]					
9	[illegible]					
10	[illegible]					
*	[illegible]					
11	[illegible]					
12	[illegible]					
13	[illegible]					
14	[illegible]					
15	[illegible]					
16	[illegible]					
17	[illegible]					
18	[illegible]					

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
					[illegible]	19
					[illegible]	*
					[illegible]	20
					[illegible]	21
					[illegible]	22
					[illegible]	23
					[illegible]	24
					[illegible]	25
					[illegible]	*
					[illegible]	26
					[illegible]	27
					[illegible]	28
					[illegible]	29
					[illegible]	30
					[illegible]	31
					[illegible]	32
					[illegible]	*
					[illegible]	33
					[illegible]	34
					[illegible]	35
					[illegible]	36
					[illegible]	37
					[illegible]	38

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
39	[illegible]					
*	[illegible]					
40	[illegible]					
41	[illegible]					
42	[illegible]					
43	[illegible]					
44	[illegible]					
45	[illegible]					
46	[illegible]					
47	[illegible]					
48	[illegible]					

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
					[illegible]	*
					[illegible]	1
					[illegible]	2
					[illegible]	3
					[illegible]	4
					[illegible]	5
					[illegible]	6
					[illegible]	*
					[illegible]	8
					[illegible]	9
					[illegible]	10
					[illegible]	11
					[illegible]	12
					[illegible]	13
					[illegible]	14
					[illegible]	*
					[illegible]	15
					[illegible]	16
					[illegible]	17
					[illegible]	18
					[illegible]	19
					[illegible]	20
					[illegible]	*
					[illegible]	21
					[illegible]	22
					[illegible]	23
					[illegible]	24

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
					[illegible]	25
					[illegible]	26
					[illegible]	27
					[illegible]	*
					[illegible]	28
					[illegible]	29
					[illegible]	30
					[illegible]	31
					[illegible]	32
					[illegible]	33
					[illegible]	34
					[illegible]	35
					[illegible]	36
					[illegible]	37
[illegible]						*
					[illegible]	38
					[illegible]	39
					[illegible]	40
					[illegible]	41
					[illegible]	42
					[illegible]	43
					[illegible]	44
					[illegible]	45
					[illegible]	46

ملحق رقم (4)

YARMOUK UNIVERSITY
Office of the President

جامعة اليرموك
مكتب الرئيس

Date:

Reference:

التاريخ: ر١٢/١٥٩/١٢/١٤٣٣
الموافق: ١٦/رجب/١٤٣٤ هـ
الرقم: ٢٦/ أيار/ ٢٠١٣ م

معالي وزير التربية والتعليم الأكرم

الموضوع: تسهيل مهمة الطالبة مها علي حسين سالم

تحية طيبة وبعد ،،،

تقوم الطالبة **مها علي حسين سالم**، ورقمها الجامعي (٢٠٠٩٢١٠٠٩٦)، بدراسة بعنوان **"درجة فاعلية تطبيق معايير الجودة الشاملة في رياض الأطفال الحكومية لمحافظة المفرق وأثرها على العملية التعليمية من وجهة نظر المشرفين التربويين والمدراء والمعلمين العاملين فيها"**؛ وذلك استكمالا لمتطلبات الحصول على درجة الدكتوراه في التربية، تخصص إدارة تربوية، ويستدعي ذلك الحصول على معلومات معايير الجودة الشاملة في رياض الأطفال.

أرجو التكرم بالاطلاع والموافقة على تسهيل مهمة الطالبة المذكورة أعلاه .

شاكراً لكم تعاونكم مع الجامعة.

وتفضلوا بقبول فائق الاحترام،،،

رئيس الجامعة

أ.د. عبدالله الموسى

تلفون: ٩٦٢ - ٢ - ٧٢١١١١١ فاكس: ٩٦٢-٢-٧٢١١١٣٣ اربد - الأردن
www.yu.edu.jo P.O. Box 566, Irbid, Jordan P: +962 2 7211111 F: +962 2 7211133 E-mail: yarmouk@yu.edu.jo president@yu.edu.jo

جامعـــة اليرمـــوك
YARMOUK UNIVERSITY



كليـــة التربيـــة
مكتـــب العميـــد

الرقم: ك ت/١٠٧/ ٤٦٧
التاريخ: ١٣/ رجب/ ١٤٣٤
الموافق: ٢٢/ أيار/ ٢٠١٣ م

عطوفة مدير مديرية تربية البادية الشمالية الشرقية المحترم

الموضوع: تسهيل مهمة الطالبة مها علي حسين سالم

تحية طيبة وبعد ،،،

تقوم الطالبة **مها علي حسين سالم**، ورقمها الجامعي (٢٠٠٩٢١٠٠٩٦)، بدراسة بعنوان **"درجة فاعلية تطبيق معايير الجودة الشاملة في رياض الأطفال الحكومية لمحافظة المفرق وأثرها على العملية التعليمية من وجهة نظر المشرفين التربويين والمدراء والمعلمين العاملين فيها"**؛ وذلك استكمالاً لمتطلبات الحصول على درجة الدكتوراه في التربية، تخصص إدارة تربوية، ويستدعي ذلك تطبيق أداة الدراسة (المقابلة، الاستبانة) على عينه من مديري ومعلمي ومشرفي المدارس في مديريات تربية محافظة المفرق.

أرجو التكرم بالاطلاع والموافقة على تسهيل مهمة الطالبة المذكورة أعلاه.

وتفضلوا بقبول فائق الاحترام،،،

عميد كلية التربية

أ.د. أمل خصاونة

اربد – الأردن Tel: + 962 - 2 - 721111
فاكس: ٧٢١١١٩٩-٢-٩٦٢ + Fax: + 962 - 2-7211199 Irbid - Jordan
تلفون: ٧٢١١١١١ – ٢ – ٩٦٢ + E-mail: fac_edu@yu.edu.jo http://www.yu.edu.jo

جامعـــة اليرمـــوك
YARMOUK UNIVERSITY



كليـــة التربيـــة
مكتـــــب العميـــد

الرقم : ك.ت/١٠٧/ ٤٦٧
التاريخ : ١٢/رجب/ ١٤٣٤هـ
الموافق : ٢٢/ايار/٢٠١٣م

عطوفة مدير مديرية تربية قصبة المفرق المحترم

الموضوع: تسهيل مهمة الطالبة مها علي حسين سالم

تحية طيبة وبعد ،،،

تقوم الطالبة **مها علي حسين سالم**، ورقمها الجامعي (٢٠٠٩٢١٠٠٩٦)، بدراسة بعنوان **"درجة فاعلية تطبيق معايير الجودة الشاملة في رياض الأطفال الحكومية لمحافظة المفرق وأثرها على العملية التعليمية من وجهة نظر المشرفين التربويين والمدراء والمعلمين العاملين فيها"**؛ وذلك استكمالاً لمتطلبات الحصول على درجة الدكتوراه في التربية، تخصص إدارة تربوية، ويستدعي ذلك تطبيق أداة الدراسة (المقابلة، الإستبانه) على عينه من مديري ومعلمي ومشرفي المدارس في مديريات تربية محافظة المفرق.

أرجو التكرم بالاطلاع والموافقة على تسهيل مهمة الطالبة المذكورة أعلاه .

وتفضلوا بقبول فائق الاحترام،،،

عميد كلية التربية

أ.د. أمل خصاونة

تلفون : ٧٢١١١١١ - ٢ - ٩٦٢ + فاكس : ٧٢١١١٩٩-٢-٩٦٢ + اربد – الأردن
E-mail: fac_edu@yu.edu.jo http://www.yu.edu.jo Irbid - Jordan Fax : + 962 - 2-7211199 Tel: + 962 - 2 - 721111



جامعـــة اليرمـــوك
YARMOUK UNIVERSITY

كليـــة التربيـــة
مكتـــب العميـــد

الرقم : ك.ت/١٠٧/ ٤٦٧
التاريخ ١٣ /رجب/ ١٤٣٤هـ
الموافق : ٢٧ /أيار/٢٠١٣م

عطوفة مدير مديرية تربية البادية الشمالية الغربية المحترم

الموضوع: تسهيل مهمة الطالبة مها علي حسين سالم

تحية طيبة وبعد ،،،

تقوم الطالبة **مها علي حسين سالم**، ورقمها الجامعي (٢٠٠٩٢١٠٠٩٦)، بدراسة بعنوان **"درجة فاعلية تطبيق معايير الجودة الشاملة في رياض الأطفال الحكومية لمحافظة المفرق وأثرها على العملية التعليمية من وجهة نظر المشرفين التربويين والمدراء والمعلمين العاملين فيها"**؛ وذلك استكمالا لمتطلبات الحصول على درجة الدكتوراه في التربية، تخصص إدارة تربوية، ويستدعي ذلك تطبيق أداة الدراسة (المقابلة، الاستبانه) على عينه من مديري ومعلمي ومشرفي المدارس في مديريات تربية محافظة المفرق.

أرجـو التكرم بالاطلاع والموافقة على تسهيل مهمة الطالبة المذكورة أعلاه .

وتفضلوا بقبول فائق الاحترام،،،

عميد كلية التربية

أ.د. أمل خصاونة

تلفون : ٧٢١١١١١ - ٢ - ٩٦٢ + فاكس : ٧٢١١١٩٩ -٢- ٩٦٢ + اربد – الأردن
Tel: + 962 - 2 - 721111 Fax : + 962 - 2-7211199 Irbid - Jordan E-mail: fac_edu@yu.edu.jo http://www.yu.edu.jo

Abstract

Salem, Maha, Degree of effectiveness of the comprehensive quality standards when applied in kindergarten and its role in improving the teaching-learning process in Al Mafraq**.Ph.D. thesis, University of Yarmouk, for the year 2013. (Supervisor: a. D. Adnan al Badri Ibrahim.**

This study aimed to identify the degree of effectiveness of the application of comprehensive quality standards and their impact on the teaching-learning process in public kindergartens to Mafraq Governorate from the viewpoint of supervisors and managers and parameters.

Formed appointed by the study of the following: Parameters for the year (2013-2012) and the number (242) teacher and director and supervisor of them (136) parameter, and (106) supervisor or manager, distributors on Education Directorates for Mafraq Governorate and the (3) directorates of education. The researcher used to study the descriptive approach to correlation studies, questionnaire has been prepared for this purpose consisted of(95), paragraph (12).

The study found that the degree of effectiveness of the application of comprehensive quality standards and their impact on the teaching-learning process in public kindergartens to Mafraq Governorate from the viewpoint of supervisors and managers and parameters. The level of (high), has also reached results in identifying the application of comprehensive quality standards to:

In the questionnaire to improve the educational process turned out to be;

-The presence of statistically significant differences (α = 0.05) due to the effect of experience in the field goals, and the field of communication, and the calendar, and to indicate the differences marital function statistically between the arithmetical averages were used comparisons dimensional manner Hvih as shown in the table (24). While it did not show statistically significant differences in other areas.

Keywords: TQM, kindergartens, schools Mafraq Governorate.